Provider Update

This update contains pertinent information about changes that will impact the Johns Hopkins HealthCare provider network.

Cigna PPO to Provide National Network for Johns Hopkins EHP

Effective Date: January 1, 2021
Line(s) of Business Affected: Johns Hopkins Employer Health Programs (EHP)
Type of Change: Network

Explanation of Change:
Beginning Jan. 1, 2021, EHP members will have access to the Cigna PPO Network for medical coverage in and out of Maryland as a secondary network. The Cigna PPO network replaces the MultiPlan wrap network for EHP members. EHP contracts will take precedence over Cigna contracts for providers contracted in both networks.

- Cigna PPO network providers are considered in-network providers for EHP members.
  - Maryland providers are included in the Cigna PPO network for all EHP plans.
  - Providers in the Cigna PPO network are contracted in all U.S. states.
- The Cigna PPO network is for medical services only.
  - Routine vision and dental providers are excluded.
  - Telemedicine medical services from providers in the Cigna PPO network are covered.
- Pharmacy coverage is not affected by the network change.
- Beginning January 1, members can search for EHP and Cigna PPO providers using this link on the EHP website: ehp.org/plan-benefits/medical-care-network.
  - EHP providers and members should not call the Cigna PPO Customer Service department directly. They must call EHP Customer Service at 800-261-2393 for assistance.
- JHHC's Continuity of Care policy(CMS01.09) will be honored for members currently undergoing a procedure/treatment plan with a provider who is part of the MultiPlan network and is not with Cigna as of Jan. 1, 2021. The member and/or provider should file for a continuity of care request.
  - Any claim received for services in 2020 will be honored by MultiPlan as the runout period is for 12 months.
- The EHP member ID card reflects the 2021 changes:

EHP member ID card (front):

JOHNS HOPKINS
EHP

JHH/JHHSC
PPO Plan

Eff. Date: 1/1/2021

Member: Sample name
ID#: 001119069*01
Group#: E00092/001
Plan#: 001
Vision: Yes

PCP Name: Sample name
PCP phone: (410) 123-4567

PCP: Designated $10
Non-Designated: $20
Urgent Care Facility: $25
Emergency Room: $250

CVS caremark
Generic: $10
Preferred: $40
Non-Preferred: $65

Bin: 004336
PCN: ADV
Group: RX6795

"5"

Cigna
Cigna PPO

EHP member ID card (back):

Submit claims to: Johns Hopkins Employer Health Programs - EHP
7231 Parkway Drive, Suite 100 – Electronic Payer ID 52189
Hanover, MD 21076
Website: EHP.org
EHP Customer Service: 1-800-261-2393
Mental Health and Substance Use Disorder: 1-800-261-2429
Pharmacy Information: 1-888-543-4921
Precertification: 1-800-261-2421

To find a provider, please visit https://www.ehp.org/plan-benefits/medical-care-network/

Notice: Possession of this card or obtaining precertification does not guarantee coverage or payment for the service or procedure reviewed. Please call the number on this card to verify eligibility.

Providers: Precertification must be obtained for services as specified in the member's plan. For precertification, call the number shown on this card.

CIGNA Eligibility/Benefits/ Precertification : 1-800-261-2393

Notation: Add Third Party Vendor logo here per Subscriber ID Zip code as system updates allows

Benefits are not insured by Cigna or affiliates.

AWAY FROM HOME CARE

Please contact the JHHC Provider Relations department at 888-895-4998 with any questions or concerns.